

UNITED STATES DEPARTMENT OF AGRICULTURE
FOOD SAFETY AND INSPECTION SERVICE
WASHINGTON, DC

FSIS NOTICE

37-08

5/15/08

CONSUMER COMPLAINT MONITORING SYSTEM (CCMS) 2.0

I. PURPOSE

This notice announces that FSIS launched a modified Consumer Complaint Monitoring System (CCMS) 2.0. The modified version of CCMS does not necessitate a revision to FSIS Directive 5610.1, Procedures to Implement the Consumer Complaint Monitoring System. Therefore, FSIS personnel are to continue to follow the instructions in that directive.

II. BACKGROUND

Since 2001, FSIS has captured consumer complaints in an electronic database called CCMS. This database is used to record, triage, and track complaints regarding FSIS-regulated meat, poultry, and egg products. CCMS helps to identify and trace adulterated product in commerce and allows the Agency to respond and mitigate possible food safety hazards.

III. CCMS 2.0

CCMS 2.0 was developed to address limitations of the CCMS system and to improve the Agency's detection, analysis, and response capabilities to consumer complaints.

Features of new system:

- More standardized fields to improve data quality and increase data collection
- Automated assignments of tasks to field personnel
- 24/7 automatic alert function
- Ability to perform refined manual queries

DISTRIBUTION: Electronic

NOTICE EXPIRES: 6/1/09

OPI: OPPD

- Enhanced reporting tools (e.g., ability to generate reports and maps using a built-in GIS application)
- Automatic feed from the FNS Electronic Commodity Ordering System (ECOS), which captures school lunch complaints
- PBIS linkage (via data warehouse) to ensure system stays current on establishments
- Includes comprehensive analytical algorithm - Emerging Patterns in Food Complaints (EPFC) software
 - Predictive analytics component (developed by Carnegie Mellon University)
 - Improved ability to link similar complaints together (i.e., outbreak detection)
 - Rapid, automated trend analysis of potentially similar cases
 - Improved detection of unusual events/biosecurity threats

IV. TRAINING

FSIS provided initial training sessions to users of CCMS to illustrate the new features. For those users not able to take the initial training sessions, CDs are being mailed to OFO District and OPEER Regional Offices. Later this year, FSIS will provide the training electronically on the FSIS intranet and on AgLearn.

Refer questions through supervisory channels.



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